

The Newest From NeuroFlow: Summer 2021 Edition

Here you can check out some of the exciting updates we've been making to our NeuroFlow app, dashboards and reporting since April.

As always, you can visit our [NeuroFlow Knowledge Base](#) for additional guidance or reach out to your Customer Success Manager with questions.

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DASHBOARDS & REPORTING

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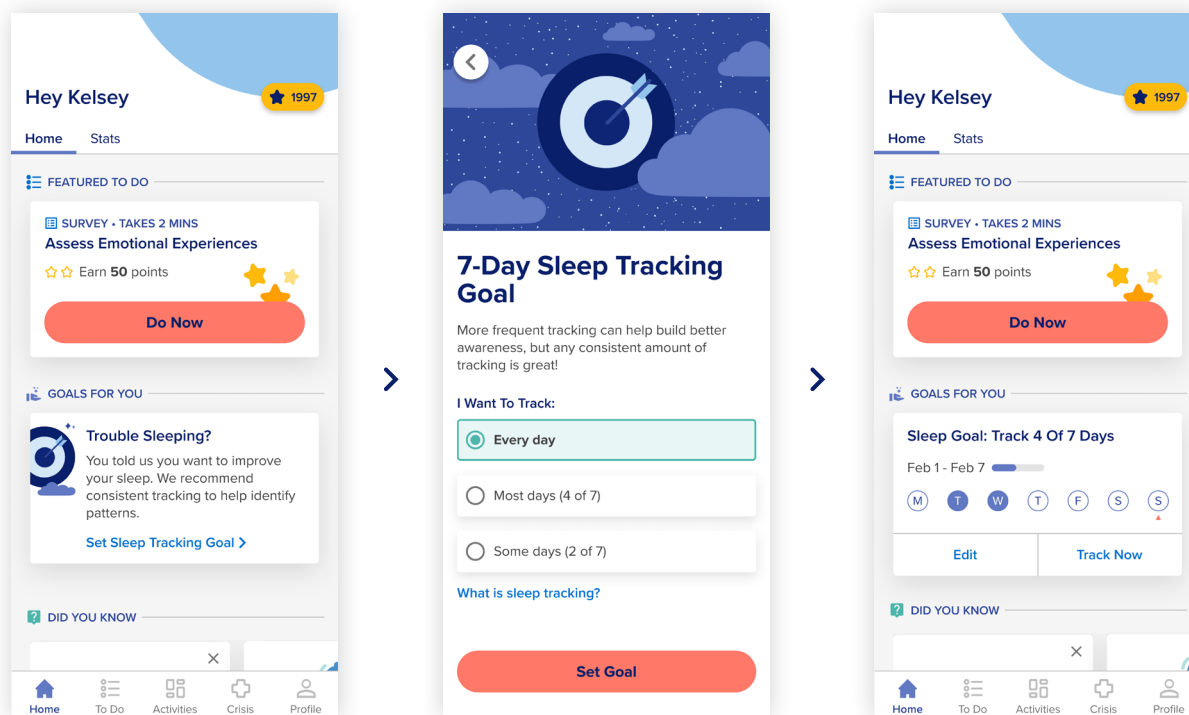
IN THE NEUROFLOW APP

1 Goal Setting

Released: June 22, 2021

What we changed: Users are now able to set sleep goals for themselves in the NeuroFlow app! SMART goals (Specific, Measurable, Achievable, Relevant, Time-bound) are a key component of CBT and behavioral change, and we know users are interested in setting goals for the behaviors that they are currently tracking in NeuroFlow.

This initial release is focused just on sleep goals, and will be automatically targeted and surfaced to users without being assigned by a provider. Providers will not have visibility into the goals that users are setting. Future iterations may expand goal-setting to other behaviors beyond sleep, and will allow custom goals to be assigned like any other activity type by a provider.



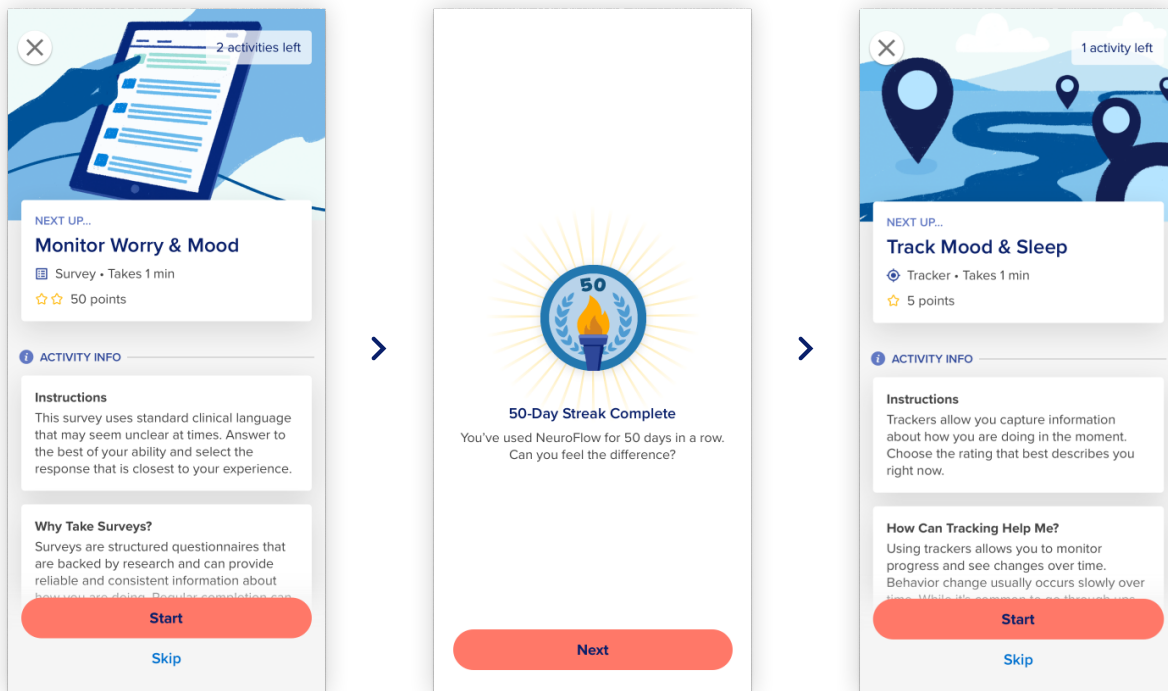
Where to find it: On the home screen in a new section called “Goals for you.” For more information on this update, check out the [Knowledge Base](#).

Redesigned Activity Flow

Released: May 12, 2021

What we changed: We previously teased our new user activity flow, which went live in May! This change made it easier for a user to transition from one assigned activity to the next and more clearly explained the value that a user would get out of completing an upcoming activity. This redesigned flow has had significant impact, driving a 75% increase in activity completion.

Users can also see how many assigned activities are remaining without having to return to the To Do tab. Soon, we will include a feature that enables users to skip an activity if they don't feel like doing a particular exercise at that moment, without requiring them to exit the entire flow.

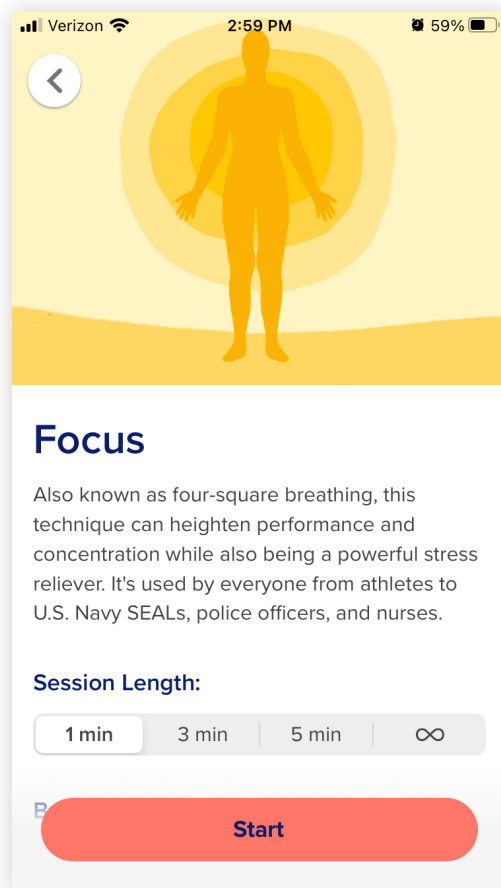


Where to find it: Within the activity flow for any set of assigned activities

Updates to Guided Breathing

Released: April 27, 2021

What we changed: We've made updates to the guided breathing exercise in the app to make the experience more relaxing and user-friendly. There is now a duration option on the guided breathing info screen so users can pick between a length of 1, 3, 5, or infinite minutes at the start of their session. Haptic support has also been added so that short phone vibrations indicate to start, stop, or change from inhaling to exhaling, so users can complete guided breathings with their eyes closed.



Where to find it: In the Activities tab under the Guided Breathing section

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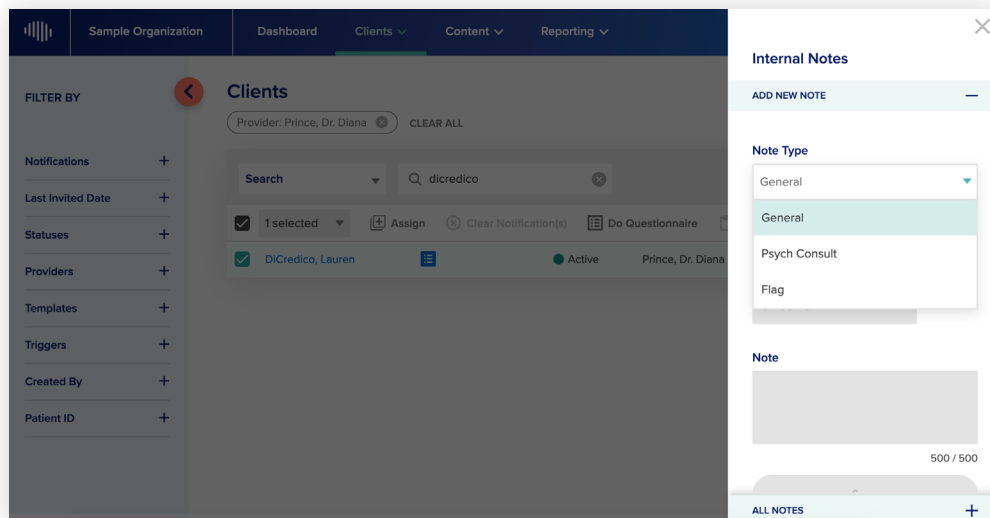
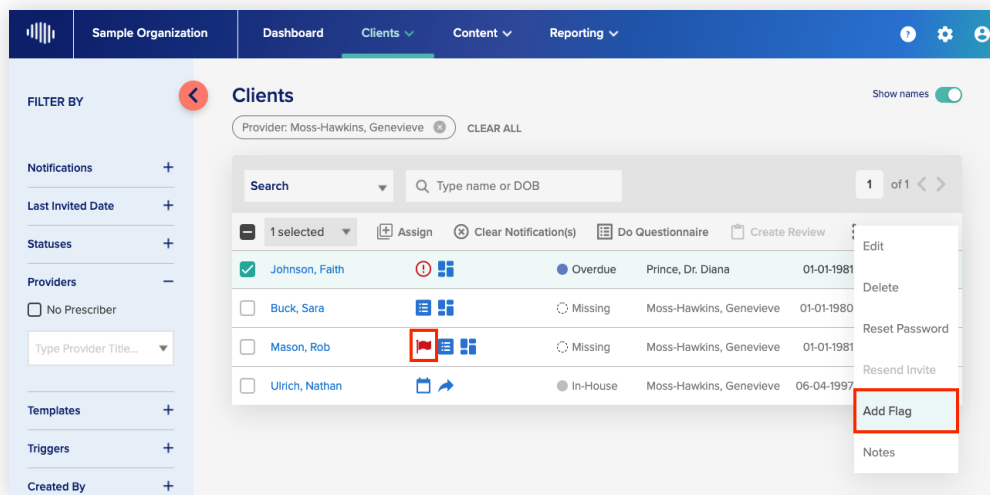
Enhancements to our Solution for Psychiatric Collaborative Care (CoCM)

Ability to flag a patient for review and attach notes

Released: June 23, 2021 to organizations using NeuroFlow's CoCM solution

What we changed: It is critical to the CoCM workflow to be able to review and document patient progress within the program. To this end, we added the ability to “flag” a patient for review, whether that be for general use or for consult with another member of the care team (ex. Psych Consult). This Flag is designed to help care teams focus on the patients that may need help on priority, and will appear as a notification for a given patient right on the Clients page.

We also updated our Notes functionality to make it easy to tag notes to a patient and use those notes to mark patients as “reviewed.” This functionality allows you to select different Note types (General, Psych Consult, and optionally add notes to Flags).



Where to find it: Flags will show up as a new notification in the Care Team Dashboard, and you can add Flags by either A) selecting a patient and choosing the “Add Flag” action, or B) adding through the Notes functionality and choosing Flag type. Additionally, you can use the Notes functionality to add notes to Client Dashboards and tag specific types of notes for future documentation, such as Psych Consult or General. These Notes can also be used to document after reviewing a flagged patient.

Reach out to your Customer Success Manager to learn more about NeuroFlow’s Solution for Psychiatric Collaborative Care!

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Updates to At Risk Alerts

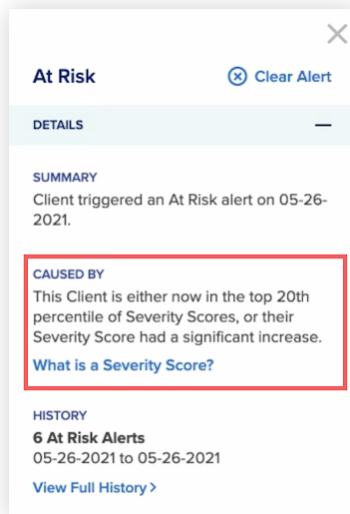
Released: May 25, 2021

What we changed: “At Risk” alerts are designed to be important tools for identifying and guiding risk stratification in the NeuroFlow platform. These alerts flag individuals who may require additional support or treatment based on behaviors they are exhibiting in the NeuroFlow app.

Updates have been made to the way At Risk alerts are triggered to make them more accurate and personalized to the individual’s past behavior. This change will reduce “alert fatigue” by helping you focus primarily on those individuals requiring additional attention.

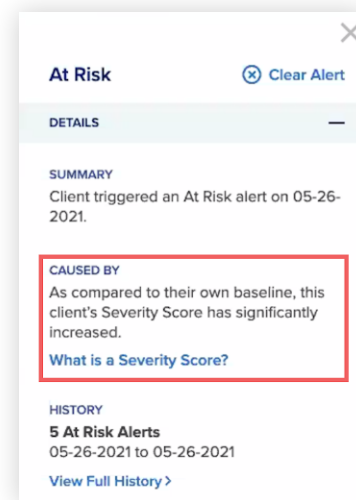
Here are the ways At Risk alerts are now triggered:

1. **In the first 30 days after first calculated Severity Score:** High Severity Score (top 20th percentile) in comparison to the rest of the NeuroFlow population



2. **After the initial 30 day period + 3 questionnaires completed:** Negative change in an individual’s risk based on an established personal Severity Score baseline

The 3 questionnaires do not all have to be the same. They can be any questionnaire that factors into a Severity Score (PHQ, GAD, and Edinburgh).



3. Indications of possible self-harm flagged through journal NLP

Where to find it: Alerts and their associated features will continue to look the same in the Care Team Dashboard, but there is now additional context about the reason for the alert in the sliders that open when you click the alert icon, as well as in the risk log in the patient's dashboard.

For more information on this update, check out the [Knowledge Base](#).

6 Customized Consent, Terms of Service, and Privacy Policy

Released: May 25, 2021

What we changed: Your organization now has the ability to customize (and visualize) what a user will see within the app when:

- Consenting to use the NeuroFlow app
- Viewing Terms of Service
- Viewing the Privacy Policy

The screenshot shows the 'Client Consent' configuration page. At the top, there are tabs for 'Users', 'Site', and 'Resources', with 'Site' selected. A 'Save Changes' button is in the top right. The page title is 'Client Consent'. Below it, a toggle switch for 'Show custom message for client consent (visible to client during sign up)' is turned on. The 'Headline' section has a text input field with 'Please Note:' and a character count of '38 / 50'. The 'Body' section has a text input field with a sample message: 'Your provider can review your activity in NeuroFlow and may use it to inform your treatment. Communication through NeuroFlow does not constitute a disclosure, and your provider may not respond.' Below this is a 'View Preview >' link and a character count of '457 / 650'. At the bottom, there are two toggle switches: 'Include custom Privacy Policy link.' and 'Include custom Terms of Service link.', both currently turned off.

This screenshot shows the same 'Client Consent' configuration page as above, but with a preview modal open. The modal has a close button (X) in the top right. It contains a 'Please Note:' section with a sample message: 'Your provider can review your activity in NeuroFlow and may use it to inform your treatment. Communication through NeuroFlow does not constitute a disclosure, and your provider may not respond.' Below this message are two checkboxes: 'I understand the above statement' and 'I have read and agree to NeuroFlow's Terms of Service and Privacy Policy'. At the bottom of the modal is a 'Get started' button. The background configuration page is dimmed.

Users

Site

Resources

Save Changes

Include custom Privacy Policy link.

Privacy Policy Hyperlink Label

Privacy Policy

36 / 50

Privacy Policy URL

Add URL...

50 / 50

Include custom Terms of Service link.

Terms of Service Hyperlink Label

Terms of Service

34 / 50

Terms of Service URL

Add URL...

50 / 50

Where to find it: In Site Settings in the platform, under the “Site” tab.

APPENDIX

6/23/2021 - Added the ability to display customized insurance labels in the Care Team Dashboard and the Outcomes Report. This is helpful in any scenario where only patients with specific insurance(s) have access to NeuroFlow, so you can easily identify and review insurances applicable to your workflows. Reach out to your Customer Success Manager to activate!

6/22/2021 - Added haptics (little phone vibrations) to the app to indicate an action to be taken or an action completion

6/10/2021 - Added functionality enabling users to remove entire activity journeys that they don't intend on completing from their To Do list in the app

6/2/2021 - Updated language for activities due immediately in the To Do tab

6/2/2021 - Updated language around point earning in To Do Tab for increased clarity and transparency

5/11/2021 - Created more specific messaging to explain to users why their log in is failing after they have been deactivated

5/11/2021 - Updated the way users are informed about what is happening when the server goes down

5/11/2021 - Improved the UI of the profile tab and CTAs for more intuitive organization and better aesthetic

5/11/2021 - Reordered the video library to highlight the best content

5/6/2021 - Added a widget to the user's home screen to more effectively capture information on a user's care teams (eg. "Do you have a therapist?")

5/3/2021 - Updated the language on the urgent alert screen to better direct the patient experience

5/3/2021 - Changed all organization and provider references in the app into a variable so that language dynamically adapts to reflect the organizational status of every customer

5/3/2021 - Expanded library of inspirational daily quotes to have more variety

4/15/2021 - Renamed and recategorized audio files into more intuitive categories